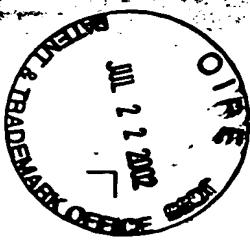


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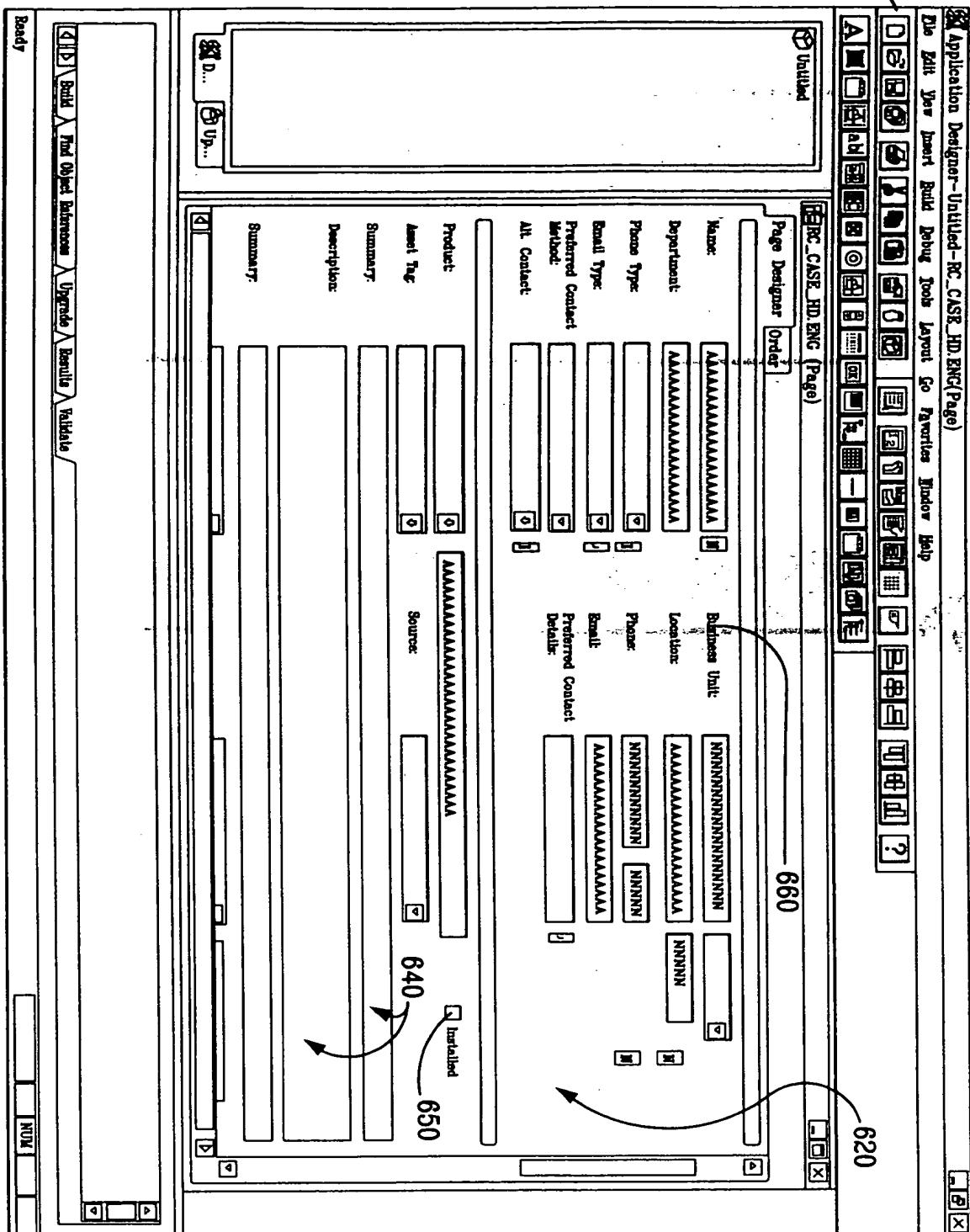


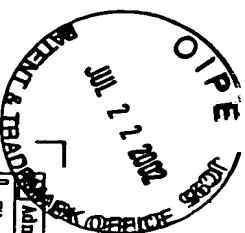
Fig. 6

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Administrator Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back • Forward • Stop | Search | Favorites | History | Home • Print • Stop | A. a

Address <http://bealiberv:7001/securite/clientservlets/peopleinfo?cmd=start>

PEOPLE

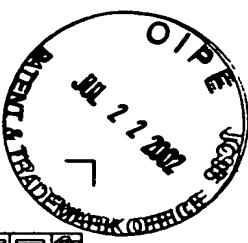
Home>PeopleTools>Maintain Security>Use> Administrator Configuration

Administrator Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS	Accessibility Features	820	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
ABBTN	Tab over Add/Del Buttons(+/-)	±	<input type="checkbox"/>	<input type="checkbox"/>	RM
ADES	Afternoon designator (PM, pm)	□	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
CALBTN	Tab over Calendar Button	□	<input type="checkbox"/>	<input type="checkbox"/>	
CSYM	Currency Symbol	810	<input type="checkbox"/>	<input type="checkbox"/>	\$
DCSP	Decimal Separator	□	<input type="checkbox"/>	<input type="checkbox"/>	,
DFRMT	Date Format	□	<input type="checkbox"/>	<input type="checkbox"/>	M/D/Y
EXPERT	Expert Entry	820	<input type="checkbox"/>	<input type="checkbox"/>	N
GRTAB	Tab over Grid Tabs	□	<input type="checkbox"/>	<input type="checkbox"/>	
HDRICN	Tab over Header Icons	820	<input type="checkbox"/>	<input type="checkbox"/>	
LKPBTN	Tab over Lookup Button	□	<input type="checkbox"/>	<input type="checkbox"/>	
LZONE	Local Time Zone	830	<input type="checkbox"/>	<input type="checkbox"/>	PST
MDES	Morning designator (AM, am)	AM	<input type="checkbox"/>	<input type="checkbox"/>	AM

275

FIG. 8



Address

PEOPLE

[Home](#) [View Worklist](#) [Help](#) [Sign Out](#)

General Profile Information

Oprid for CRMSKT, CRMQABAK

Change Password

Change or set up forgotten password [help](#)

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code:

[Set Personalizations](#)

Email

Email Address:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your readings.

Alternate User ID:

From Date: (example: 12/31/2000)

To Date: (example: 12/31/2000)

Miscellaneous User Links

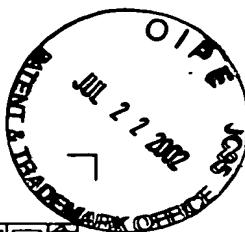
FIG. 10A

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1030

PEOPLE

Home>PeopleTools>Maintain Security>Use> My Profile

Personalization

Option

Default Value

Override Value

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Application Designer - Untitled - RC_CASE.HD.ENG (Page)

File Edit Insert Build Debug Tools Layout Go Favorites Window Help

□ □ X

□ □ X

□ □ X

Unused	RC_CASE.HD.ENG (Page)	1220	1230	1240	1240
	Page Designer Order				
1250	1	SubPage	Type	Field	Record
1210A	2	EMPLOYEE_INFORMATION Group Box	EMP_INFO_GBO	DERIVED_RC_C	
1210B	3	EmployeeID	EMP_ID	DERIVED_RC_C	
1210J	4	ContactID	CASE_CONTACT	RC_CASE	
1210K	5	Name	NAM_SEARCH	DERIVED_RC_C	
1210L	6	PersonID	PERSON_ID	RC_DRILLDOWN	
1210M	7	Business Unit	RC_BUD_DESCR	DERIVED_RC_C	
1210N	8	Business Unit	BUSINESS_UNIT	RC_CASE	
1210O	9	Department	DEPTID	RB_WORKER	
1210P	10	Location Code	LOCATION	RB_WORKER	
1210Q	11	Phone Type	PHONE_TYPE	DERIVED_RC_C	
1210R	12	Phone Type	PHONE_TYPE	RC_CASE	
1210S	13	Business Unit	BUSINESS_UNIT	DERIVED_RC_C	
1210T	14	Phone	PHONE	DERIVED_RC_C	
1210U	15	Extension	EXTENSION	DERIVED_RC_C	
1210V	16	Email Type	E_ADDR_TYPE	DERIVED_RC_C	
1210W	17	Postal Type	E_ADDR_TYPE	RC_CASE	
1210X	18	Email	EMAIL_ADDR	DERIVED_RC_C	
1210Y	19	Preferred Contact	RC_CONTACT_M	RC_CASE	
1210Z	20	Preferred Contact	RC_CONTACT_J	DERIVED_RC_C	
1210AA	21	Contact Details	RC_CONTACT_L	RC_CASE	
1210AB	22		CONTACT_ID	RC_CASE	
1210AC	23	Alt Contact	ALT_NAME_SEA	RC_ALT_CNTC	
1210AD	24	Problem Information Group Box	PROBLEM_INFO	DERIVED_RC_C	
1210AE	25	Product	RC_PRODUCT_I	DERIVED_RC_C	
1210AF	26	Product	PRODUCT_ID	RC_CASE	

□ D... □ Up...

□ □ \ Build \ Find Object References \ Upgrade \ Results \ Validate
Ready

1200

FIG. 12

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PEOPLE

① Home ② View Worklist ③ Help ④ Sign Out

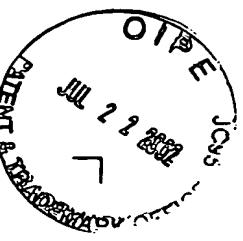
Address Info		View All First Last +/-
*Address Set: <input type="text"/>		View All First Last +/-
Address Detail		View All First Last +/-
*Effective Date: <input type="text"/> 05/25/2001 Edit		*Status: <input type="radio"/> Active <input checked="" type="radio"/> Inactive +/-
*Address Type: <input checked="" type="radio"/> Business <input type="radio"/> Personal		*Address ID: <input type="text"/> 1208 Edit <input type="button" value="Delete"/>
Description: <input type="text"/> Pleasanton		1330
Country: <input checked="" type="radio"/> USA <input type="radio"/> United Kingdom		
Address 1: <input type="text"/> Peoplesoft Parkway		
Address 2: <input type="text"/>		
Address 3: <input type="text"/>		
City: <input type="text"/> Pleasanton		
County: <input type="text"/>		
State: <input checked="" type="radio"/> CA <input type="radio"/> CA		
Postal: <input type="text"/> 94505		
Time Zone: <input checked="" type="radio"/> PST <input type="radio"/> EST <input type="radio"/> CDT <input type="radio"/> MDT <input type="radio"/> AST <input type="radio"/> HST <input type="radio"/> JST <input type="radio"/> AEST <input type="radio"/> AEDT <input type="radio"/> NZST <input type="radio"/> NZDT		Submit <input type="button" value="1335"/>
Lost Modified: 07/25/2001 2:36PM PDT VP1		

Phone Info

[View All](#) [First](#) [Last](#) [+/-](#)

Phone Type	Description	Int'l Prefix	Primary Telephone Extension
Business	<input checked="" type="checkbox"/> Desk	<input checked="" type="checkbox"/> 001	<input type="text"/> 925 694 9479

FIG. 13A



PEOPLE

Address Info

*Address Seq:	<input type="text" value="1"/>	View All	First <input type="checkbox"/> 1 of 1	Last <input type="checkbox"/>
Address Detail	<input type="checkbox"/> 1310 <input type="checkbox"/> 1360 <input type="checkbox"/> View All <input type="checkbox"/> First <input type="checkbox"/> 1 of 1 <input type="checkbox"/> Last <input type="checkbox"/> <input type="checkbox"/> 1340 <input type="checkbox"/> 1320 <input type="checkbox"/> Status: Active <input type="checkbox"/> <input type="checkbox"/> 1350 <input type="checkbox"/> 1330 <input type="checkbox"/> Address ID: 1208 <input type="checkbox"/>			
*Effective Date:	<input type="text" value="07/25/2001"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*Address Type:	<input type="checkbox"/> Business	<input type="checkbox"/> Residential	<input type="checkbox"/> Home	<input type="checkbox"/> Worklist
Description:	<input type="text" value="Description"/>			
Country:	<input type="checkbox"/> USA	<input type="checkbox"/> United States	<input type="checkbox"/> Help	<input type="checkbox"/> Sign Out
Address 1:	<input type="text" value="PeopleSoft Parkway"/>			
Address 2:	<input type="text"/>			
Address 3:	<input type="text"/>			
City:	<input type="text" value="Pleasanton"/>			
Postal:	<input type="text" value="94505"/>			
County:	<input type="text"/>			
State:	<input type="checkbox"/> CA	<input type="checkbox"/> California	<input type="checkbox"/> Submit	<input type="checkbox"/>
Time Zone:	<input type="checkbox"/> PST	<input type="checkbox"/> Pacific Time, Tijuana	<input type="checkbox"/>	<input type="checkbox"/>
Last Modified:	<input type="text" value="07/25/2001 2:36PM PDT VPI"/>			

Phone Info

View All First 1 of 1 Last

*Phone Type Description	Primary Int'l Telephone	Phone Extension
Business <input checked="" type="checkbox"/>	Desk <input checked="" type="checkbox"/>	<input type="text" value="001 925 694 9479"/>
<input type="button" value="+"/> <input type="button" value="-"/>		

Done

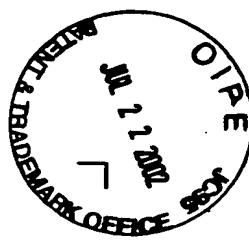
Local Internet

FIG. 13B

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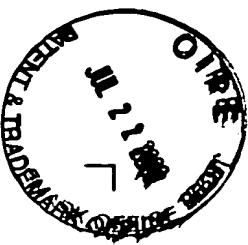
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Address Detail	
*Effective Date:	07/25/2001
*Address Type:	Business <input type="checkbox"/>
Description:	
Country:	USA <input type="checkbox"/> United States
Address 1:	1350 Peoplesoft Parkway

FIG. 13C

1



PEOPLE

② Home ⑩ View Worklist ⑧ Help ⑨ Sign Out

Address Info		View All First <input type="checkbox"/> 1 of 1 Last <input type="checkbox"/>	+ -
* Address Seq:	<input type="text" value="1"/>	* Status:	Active <input checked="" type="checkbox"/>
Address Detail	* Effective Date: <input type="text" value="07/25/2001"/> <input type="button" value="Edit"/> * Address Type: <input checked="" type="checkbox"/> Business <input type="checkbox"/> 1320 <input type="checkbox"/> * Address ID: <input type="text" value="1208"/> Description: <input type="text"/> Country: <input checked="" type="checkbox"/> USA <input type="checkbox"/> United States		
1310	Address 1: <input type="text" value="Peoplesoft Parkway"/> Address 2: <input type="text"/> Address 3: <input type="text"/> City: <input type="text" value="Pleasanton"/> County: <input type="text"/> State: <input checked="" type="checkbox"/> CA <input type="checkbox"/> California Postal: <input type="text" value="94505"/>		
1340	1320 <input type="checkbox"/> 1330		
1350	Address 1: <input type="text" value="Peoplesoft Parkway"/> Address 2: <input type="text"/> Address 3: <input type="text"/> City: <input type="text" value="Pleasanton"/> County: <input type="text"/> State: <input checked="" type="checkbox"/> CA <input type="checkbox"/> California Postal: <input type="text" value="94505"/>		
255	Time Zone: <input checked="" type="checkbox"/> PST <input type="checkbox"/> Pacific Time, Tijuana Last Modified: <input type="text" value="07/25/2001 2:38PM PDT"/> VP1		
<input type="button" value="Submit"/> 1335			
Phone Info View All First <input type="checkbox"/> 1 of 1 Last <input type="checkbox"/>			
*Phone Type Description Primary Int'l Telephone Phone Extension Business <input checked="" type="checkbox"/> Desk <input checked="" type="checkbox"/> 001 <input type="text" value="925 694 9479"/> <input type="button" value="+"/> <input type="button" value="-"/>			
<input type="button" value="Done"/>			

FIG. 13D

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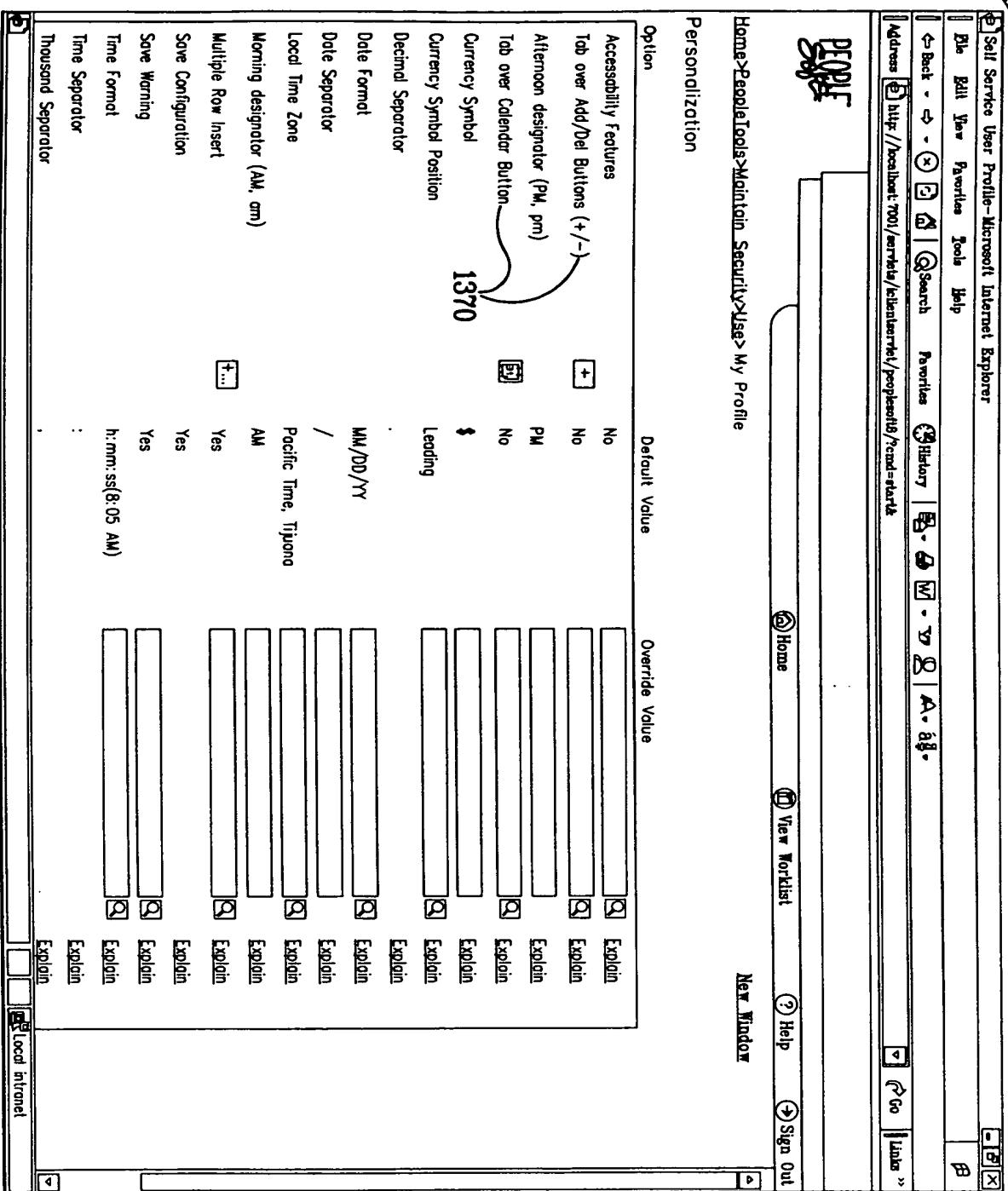


FIG. 13E



Permission Lists - Microsoft Internet Explorer

The Back New Favorites Tools Help

Address

PEOPLE

Home > PeopleTools > Maintain Security > Use > Permission Lists

General Pages PeopleTools Process Sign-on Times

Permission List: ALLPANELS

Description: All Panels

	1430	1440	1460
1495	<input type="button" value="Edit"/> <input type="button" value="View All"/> First <input type="button" value="1-55 of 65"/> Last		
1420A	Menu Name Edit Components + -	1450	
ADMINISTER_SECURITY	Edit Components + -		
APPLICATION_ENGINE	Edit Components + -		
APPMSGMONITOR	Edit Components + -		
CALLCENTER	Edit Components + -		
CIC_PAGELETS	Edit Components + -		
CRM_SCHEMA_MAP	Edit Components + -		
CRM_OPEN_WORKLIST	Edit Components + -		
CRM_PORTAL_COMPONENTS	Edit Components + -		
CRM_TRANSFORM_UTILITY	Edit Components + -		
CTN_CONFIGURATION	Edit Components + -		
CTN_CUBE_MANAGER	Edit Components + -		
EDL_MANAGER	Edit Components + -		
ESTABLISH_BUSINESS_UNITS	Edit Components + -		
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components + -		
MAINTAIN_SECURITY	Edit Components + -		
MAINTAIN_SOLUTION	Edit Components + -		
Dose			

Local Intranet

FIG. 149

]



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1470

FIG. 14B

Grid Properties

General Columns Label Use

General Attributes

Main Record: PSACLMMEMU

Page Field Name: PSACLMMEMU

Occurs Level: 1

Occurs Count: 15 | 1480

Unlimited Occurs Count (rows)

OK Cancel

1490

270

Detailed description: This is a screenshot of a Windows-style dialog box titled 'Grid Properties'. It has tabs for 'General', 'Columns', 'Label', and 'Use', with 'General' selected. Under 'General Attributes', there are four fields: 'Main Record' set to 'PSACLMMEMU', 'Page Field Name' set to 'PSACLMMEMU', 'Occurs Level' set to '1', and 'Occurs Count' set to '15'. A checkmark box for 'Unlimited Occurs Count (rows)' is unchecked. At the bottom right are 'OK' and 'Cancel' buttons. Three handwritten numbers with leader lines point to specific parts: '1470' points to the 'Main Record' field, '1480' points to the 'Occurs Count' field, and '1490' points to the 'OK' button. Another number, '270', points to the bottom-left corner of the dialog box.

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FIG. 14C



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Menu Name	Edit Components
ADMINISTER_SECURITY	Edit Components
APPLICATION_ENGINE	Edit Components
APPNISMONITOR	Edit Components
CALCENTER	Edit Components
CIC_PAGELETS	Edit Components
CMV_SCHEMA_MAP	Edit Components
CRM_OPEN_WORKLIST	Edit Components
CRM_PORTAL_COMPONENTS	Edit Components
CRM_TRANSFORM.Utility	Edit Components
CTI_CONFIGURATION	Edit Components
CUBE_MANAGER	Edit Components
EDI_MANAGER	Edit Components
ESTABLISH_BUSINESS_UNITS	Edit Components
MANTAIN_PRODUCT_CONFIGURATOR	Edit Components
MANTAIN_SECURITY	Edit Components
MANTAIN SOLUTION	Edit Components
MANAGE_INTEGRATION_RULES	Edit Components
MASS_CHANGE	Edit Components
INVISION	Edit Components
PORTAL_ADMIN	Edit Components
PORTAL_COMPONENTS	Edit Components
PORTAL_PERS_HOME PAGE	Edit Components
PROCESSMONITOR	Edit Components
PROCESS_SCHEDULER	Edit Components
QUERY_MANAGER	Edit Components
RA_CAMPAIGN_MANAGEMENT	Edit Components
RA_CM_STRUCTURE	Edit Components
RB_DEFINE_PRODUCTS	Edit Components
RB_GENERAL_OPTIONS	Edit Components
RB_INTEGRATION_OPTIONS	Edit Components
RB_MANAGE_COMPETENCIES	Edit Components
RB_MANAGE_CUSTOMER_INFORMATION	Edit Components
RB_MANAGE_WORKFORCE	Edit Components
RB_PROCESS_INBOUND_TRANS	Edit Components
RB_STRUCTURE_SEARCHING	Edit Components
RB_WORKER_CALENDAR	Edit Components
RC_SELF_SERVICE	Edit Components
RC_SOLN_MGMT	Edit Components
REPORT_BOOKS	Edit Components
REPORT_MANAGER	Edit Components
RF AGREEMENTS	Edit Components
RF_DEFINE_TDM	Edit Components
RF_DEFINE_ITEM_CONTROLS	Edit Components
RF_MAINT_ENTITLEMENTS	Edit Components
RF_MANAGE_RMA	Edit Components
RF_SERVICE_ORDER	Edit Components
RF_STRUCTURE	Edit Components
RI_CIC_HOME	Edit Components
RI_INTERACTION	Edit Components
RI_SETUP	Edit Components
RM_DELTA.Utility	Edit Components
RSF_FORECAST	Edit Components
RSF LEADS	Edit Components
RSF OPPORTUNITY	Edit Components
RSF_PRTL	Edit Components
RSF_SETUP_TABLES	Edit Components
RSF_TERRITORY	Edit Components
STRUCTURE_PROCESS_AUTOMATION	Edit Components
STRUCTURE_RC	Edit Components
TRANSLATE	Edit Components
EDI_MANAGER	Edit Components
TREE_MANAGER	Edit Components
UTILITES	Edit Components
WORKFLOW_ADMINISTRATOR	Edit Components
WORKLIST	Edit Components

1410
1420A

1420B

1420P

1420Q



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FIG. 17A

275

Component Properties

General	Use	Internet																
Search Page <p>Primary Action <input type="radio"/> New <input checked="" type="radio"/> Search</p> <p>Default Search Action: <input type="button" value="Update Display"/></p> <p>Default Search/Lookup Type: <input checked="" type="radio"/> Basic <input type="radio"/> Advanced</p> <p><input checked="" type="checkbox"/> Allow Action Mode Selection</p> <p>Link To Access Add Page-- Message Set/Nbr: 124 62</p> <p>Link To Access Search Page-- Message Set/Nbr: 124 63</p> <p>Instructional Text-- 1710 Message Set/Nbr: 124 50</p>																		
Multi-Page Navigation <p><input checked="" type="checkbox"/> Display Folder Tabs (top)</p> <p><input checked="" type="checkbox"/> Display Hyperlinks (bottom)</p>		Processing Mode <p><input checked="" type="radio"/> Interactive <input type="radio"/> Deferred</p> <p><input checked="" type="checkbox"/> Allow Expert Entry 1730</p>																
Toolbar <p>Selected Toolbar Actions: 1720 1740</p> <table> <tbody> <tr> <td><input checked="" type="checkbox"/> Save</td> <td><input type="checkbox"/> View Worklis</td> </tr> <tr> <td><input type="checkbox"/> Return to List</td> <td><input type="checkbox"/> Next in WorkList</td> </tr> <tr> <td><input type="checkbox"/> Next in List</td> <td><input type="checkbox"/> Previous in WorkList</td> </tr> <tr> <td><input type="checkbox"/> Previous in List</td> <td><input type="checkbox"/> Add</td> </tr> <tr> <td><input type="checkbox"/> Next Page in Component</td> <td><input type="checkbox"/> Update/Display</td> </tr> <tr> <td><input type="checkbox"/> Previous Page in Component</td> <td><input type="checkbox"/> Update/Display All</td> </tr> <tr> <td><input checked="" type="checkbox"/> Refresh</td> <td><input type="checkbox"/> Correction</td> </tr> <tr> <td colspan="2"><input checked="" type="checkbox"/> Disable Toolbar</td> </tr> </tbody> </table>			<input checked="" type="checkbox"/> Save	<input type="checkbox"/> View Worklis	<input type="checkbox"/> Return to List	<input type="checkbox"/> Next in WorkList	<input type="checkbox"/> Next in List	<input type="checkbox"/> Previous in WorkList	<input type="checkbox"/> Previous in List	<input type="checkbox"/> Add	<input type="checkbox"/> Next Page in Component	<input type="checkbox"/> Update/Display	<input type="checkbox"/> Previous Page in Component	<input type="checkbox"/> Update/Display All	<input checked="" type="checkbox"/> Refresh	<input type="checkbox"/> Correction	<input checked="" type="checkbox"/> Disable Toolbar	
<input checked="" type="checkbox"/> Save	<input type="checkbox"/> View Worklis																	
<input type="checkbox"/> Return to List	<input type="checkbox"/> Next in WorkList																	
<input type="checkbox"/> Next in List	<input type="checkbox"/> Previous in WorkList																	
<input type="checkbox"/> Previous in List	<input type="checkbox"/> Add																	
<input type="checkbox"/> Next Page in Component	<input type="checkbox"/> Update/Display																	
<input type="checkbox"/> Previous Page in Component	<input type="checkbox"/> Update/Display All																	
<input checked="" type="checkbox"/> Refresh	<input type="checkbox"/> Correction																	
<input checked="" type="checkbox"/> Disable Toolbar																		
<input type="button" value="OK"/> <input type="button" value="Cancel"/>																		

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PROFILE

④ Home ⑤ View Worklist ⑥ Help ⑦ Sign Out

Address Info

*Address Seq: 1770 View All First 1 of 1 Last
Address Detail

*Effective Date: *Status: Active
*Address Type: Business *Address ID:

Description:
Country: USA United States
Address 1:
Address 2:
Address 3:
City:
County:
State: CA California
Time Zone: PST Pacific Time, Tijuana Postal:
Last Modified: VP1 Submit

Expert Entry — 1760

Phone Info View All First 1 of 1 Last

*Phone Type Description	Int'l Prefix	Primary Telephone	Phone Extension
Business <input checked="" type="checkbox"/> Desk	<input type="checkbox"/>	<input type="checkbox"/> 001	<input type="checkbox"/> 925 694 9479

Done

255

FIG. 17B